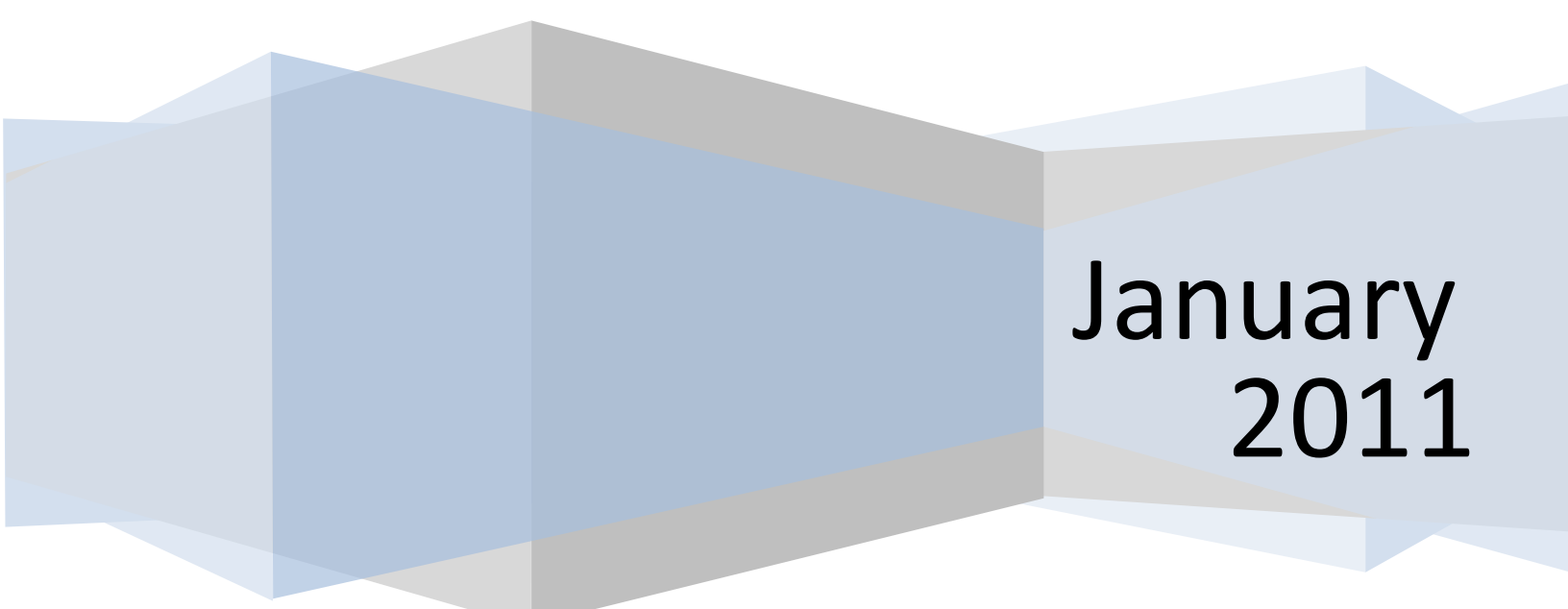


Informatics Monthly Operating Letter

City of Westfield



**January
2011**

Informatics Monthly Report – January 2011

Technical Services

- Helpdesk
 - 92 tickets created in January
 - 81 tickets resolved
 - 1 are invalid/duplicate
 - 2 are currently in progress
 - 6 have not been started
 - 2 are waiting on the requestor
 - ***See Attached - Figure 1 for breakdown based on tickets created per department***
 - ***See Attached – Figure 2 for helpdesk tickets created Jan.2010 – Jan. 2011***

Professional Services

- ***Field Services***
 - **Tim located 208 tickets**
- ***GIS***
 - 24 GIS helpdesk tickets created
 - 21 maps created
 - 5 maps added to the GIS map catalog
 - Leane presented at the HAMPA with Melody for emergency trail markers.
 - Derek created map exhibits to hang in the Main Level Media Room
 - Derek created poster for Grand Park announcement

HIGHLIGHTED PROJECTS:

- ***Sponsored Projects – Proposed, Active, Resolved in January***
 - New City Website - ***Active***
 - The new city website went live in January. Version 6 of the website will be phased in Feb. – July 2011.
 - Lower Level Media Room Posters - ***Resolved***
 - Posters were created and hung in the Lower Level Media Room at the City Services Building.

Acquisitions >\$100: *See Attached – Figure 3 for breakdown based on fund*

- *Acquisitions not available in Clerkworks at time of report*

Volunteerism:

- Leane spent 3 hours mentoring youth

Figure 1.

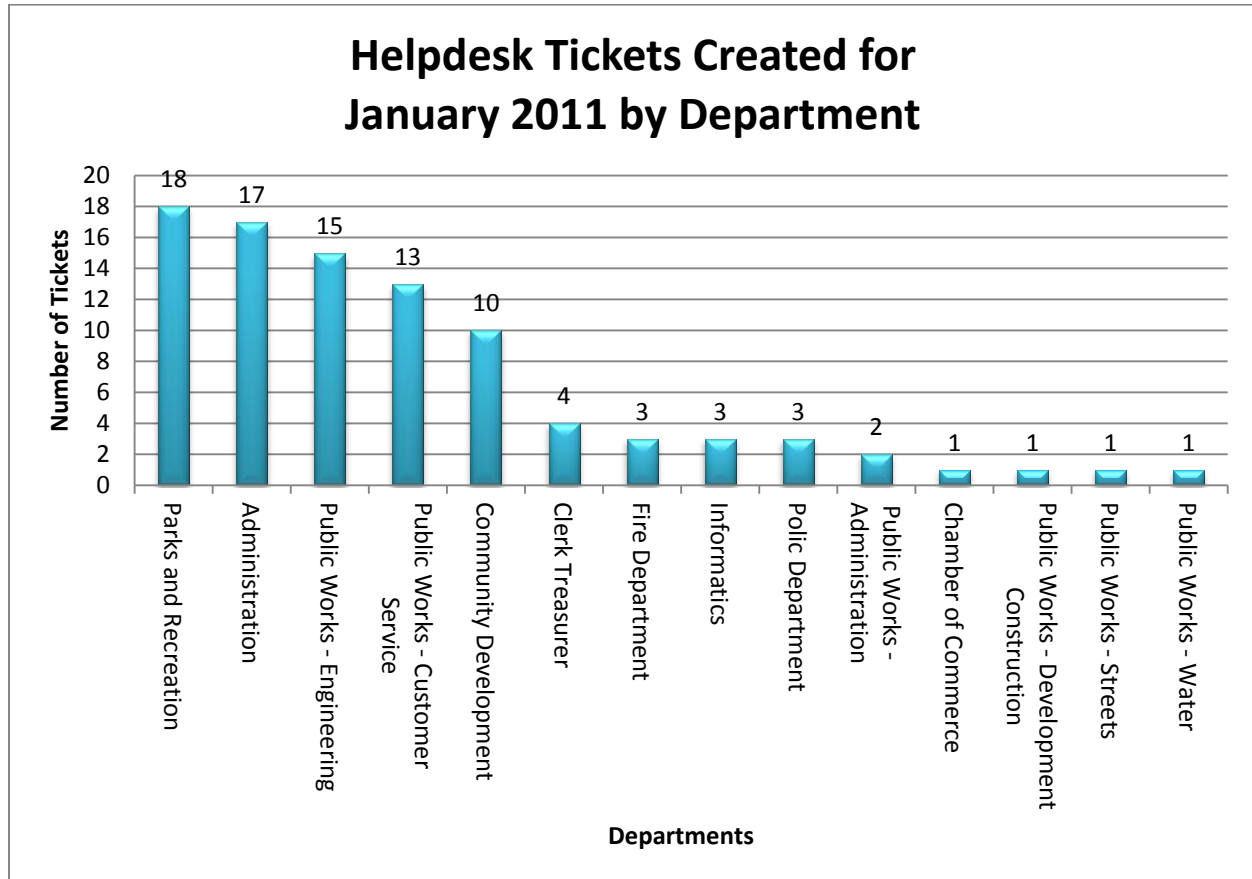


Figure 2.

